

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ELIGIBILITY CERTIFICATION SPECIALIST II	31	E	12.376
ELIGIBILITY CERTIFICATION SPECIALIST I	28	E	12.379

### **SERIES DISCUSSION**

Positions allocated to Eligibility Certification Specialist perform a variety of tasks related to the determination of eligibility and benefit levels for one or more categories of public assistance such as Food Stamps, Aid to Dependent Children, Medical Assistance to the Aged, Blind and Disabled and/or payments for foster care; or apply the guidelines of eligibility to determine compliance with federal and state regulatory and procedural requirements.

Extensive guidelines in the form of State and federal rules, regulations, written policies and standard practices methodize work activities. Because the guidelines are lengthy, frequently changing and, in some cases, technically complex, incumbents receive both formal and on-the-job training in their interpretation and application.

Frequent contact with clients from diverse cultures who may be experiencing economic and social deprivation requires skill, tact and sensitivity on the part of the incumbents.

All decisions made by Eligibility Certification Specialists are subject to supervisory review, however, errors can result in undue hardship to applicants and contribute to sanctions against the agency including loss of federal funds.

Incumbents at the entry or journey level may be assigned to one specialized program area or may work in a combination of programs.

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### **SERIES CONCEPT**

Interview current and potential benefit recipients; explain basic conditions of initial and continuing eligibility; and elicit information to determine which public assistance programs are applicable and what information and verification is needed to establish, continue, reinstate, terminate or deny benefits. Interviews are typically conducted in person and on the telephone but may be performed in the client's home or through a third party to accommodate the needs and extenuating circumstances of the client.

Assist client in completing required applications and declarations that identify eligibility criteria which may include information relative to residency requirements, household composition, income and resources, health status, educational levels and employment history.

Investigate and verify all information provided by clients by: accessing state and federal vital statistics and contacting landlords, employers, utility companies and personal creditors in order to confirm citizenship, residency, household composition, current and previous earnings and projected household expenses; accessing computer data banks to review client's history relative to income

**SERIES CONCEPT (cont.)**

and resources, employment status, unemployment benefits, vehicle ownership and public assistance benefits; and documenting all information on standardized forms according to program requirements and agency procedures. (Please Note: The steps utilized to verify applicant information vary from case to case. The examples listed are representative of the process and are not all inclusive.)

Evaluate and process information by comparing facts and case circumstances to the eligibility and payment guidelines; compute income and other factors impacting the level of benefits; and make decisions regarding initial and continuing eligibility and benefit levels according to required time frames and program regulations, policies and procedures.

Refer applicants to other social services available within the agency and community which may be able to assist them financially or socially by writing referral forms, telephoning other agencies or directing clients to appropriate services. Report evidence of abuse and neglect observed during contact with the client to the appropriate protective services agency according to the regulations pertaining to the abuse and neglect of children.

Maintain case records, document case activities and any changes in the case circumstances, complete necessary forms, and establish and update computer files and maintain procedure manuals and other written directives issued by the agency using established formats and procedures.

May prepare for hearings by: reviewing case file to determine if the decision under appeal is appropriate and timely; comparing elements in the file relating to eligibility with applicable policies and procedures; conducting a pre-hearing conference with the client to explain the agency's position and policies; listening to and documenting the appellant's statements and explaining the appeal process; and notifying the hearings office and appellant of any changes in the disposition of the case. Prepare a written summary and chronological exhibits of the case for presentation at the hearing, coordinate hearings activities with legal representatives for the agency and appellant, and process all forms and reports necessary to finalize the hearing process.

May review over-payment referrals and initiate recovery by verifying the accuracy of the information contained in the case file; comparing the elements of eligibility in the case file to applicable policies and procedures; substantiating an over-payment; computing the amount of the over-payment; notifying the client of the over payment; securing an agreement with the client for repayment; collecting and documenting repayment activity; and initiating legal action in civil court when warranted to ensure recovery of the over-payment.

May conduct investigations to collect evidence of program abuse and clarify issues pertaining to income resources and household composition according to applicable program policies and procedures by reviewing the file to determine any potential misrepresentations relating to elements of eligibility; verifying the accuracy of the information through collateral contacts such as employers, landlords and other State and local agencies; conducting home visits and client interviews to determine household composition, family resources, personal relationships and obvious deprivations. The information gathered is documented and submitted to an investigative supervisor and/or the eligibility worker and used to determine continued eligibility and/or program compliance.

May instruct trainees and experienced staff in the application of new and revised rules, regulations, policies and procedures associated with eligibility and payments by assembling training material, developing training aids and scheduling and conducting formal training sessions.

**SERIES CONCEPT (cont.)**

May monitor and evaluate case files to identify conflicting information, problems or errors affecting the approval, denial, termination or level of clients' benefits; may determine the effectiveness of or necessity for staff training by comparing information contained in the case files to current eligibility requirements to determine that all factors of eligibility have been validated according to current policy and procedures; and may provide supervisory staff with status reports that identify discrepancies, error trends and other factors impacting quality control.

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**CLASS CONCEPTS**

ELIGIBILITY CERTIFICATION SPECIALIST II

Under general supervision of a unit supervisor or regional manager, positions allocated to this class perform all or part of the duties described in the series concept and may provide occasional technical assistance to co-workers or lead work supervision in absence of the supervisor. Positions in this class are expected to employ the specialized methods and techniques needed to resolve difficult and unusual problems without technical assistance from supervisors. This is the journey level for the series.

This class is distinguished from the entry level by the independence with which the duties are performed and the complexity of work assigned.

ELIGIBILITY CERTIFICATION SPECIALIST I

Incumbents in the Eligibility Certification Specialist I class receive on-the-job training in addition to formal training provided by the agency while performing some or all of the duties described in the series concept. Cases assigned may be diverse and complex, however, assistance in selecting and applying the appropriate policy or procedure is provided by an Eligibility Certification Specialist II or the supervisor and the results are subject to closer review.

This is the entry level to the series which provides for progression to the journey level upon satisfactory completion of the required training period and with the recommendation of the appointing authority.

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**MINIMUM QUALIFICATIONS**

ELIGIBILITY CERTIFICATION SPECIALIST II

**EDUCATION AND EXPERIENCE:**

Graduation from high school or the equivalent and one year of experience making program eligibility determinations based on the application of rules and regulations through an analysis and verification of data contained in documents such as applications for public assistance; conducting personal interviews with applicants for the purpose of exchanging information; and documenting facts pertinent to program eligibility requirements equivalent to an Eligibility Certification Specialist I in Nevada State service.

**MINIMUM QUALIFICATIONS (cont.)**

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (These may be acquired on the job and/or are needed to perform the work assigned.)

Working knowledge of the rules, regulations, policies and procedures pertinent to the program assignment. General knowledge of the guidelines and requirements of other available public assistance programs. Working knowledge of where to go within the organization for needed information. General knowledge of available community resources providing human services including their roles, services and responsibilities. General knowledge of federal and State non-discrimination and Privacy Act laws applicable to public assistance programs.

Ability to work independently and follow through on assignments with minimal direction. Ability to set priorities which accurately reflect the relative importance of job responsibilities. Ability to speak one-on-one or in groups using appropriate language to obtain information, explain policies and procedures, and train other staff. Ability to write concise, logical, grammatically correct summaries to document and explain case work.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of the guidelines, requirements and philosophies of public assistance programs.

Ability to establish rapport and gain the trust of others. Ability to establish and maintain cooperative working relationships with client, co-workers and other community agents. Ability to perform under the pressure of deadlines and heavy workloads. Ability to interpret and apply laws and regulations to recurring situations. Ability to evaluate numerous facts and determine their acceptability and completeness.

In addition, all other knowledge, skills and abilities required at the lower levels of this series.

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**ELIGIBILITY CERTIFICATION SPECIALIST I**

**EDUCATION AND EXPERIENCE:**

**I**

Graduation from high school or the equivalent and two years of work experience in an advanced administrative support role equivalent to a Management Assistant II, Program Assistant II, Accounting Clerk III, etc., in Nevada State service which included the performance of multi-function duties using a variety of standardized methods; the application and interpretation of program rules, regulations, policies and procedures; and the performance of accurate arithmetical computations.

**II**

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies may be substituted for one year of the experience described in option I.

**MINIMUM QUALIFICATIONS (cont.)**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of the laws applicable to the reporting of child abuse and neglect.

Ability to compare data to program standards and judge whether elements of eligibility are met. Ability to document facts pertinent to eligibility and prepare clear and understandable case notes. Ability to operate computers, microfiche and printers sufficient to store, access and retrieve data. Ability to read and interpret technical and legal documents such as divorce decrees, property deeds, insurance policies and program manuals sufficient to determine client resources and establish eligibility. Ability to conduct mutually informative interviews.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of standard office practices and procedures. General knowledge of the goals of public assistance programs.

Ability to perform repetitive work according to set procedures, sequence and pace. Ability to perform under the stress of frequent interruptions and/or distractions. Ability to learn federal, state, county and community resources serving the needs of public assistance applicants. Ability to maintain composure and work objectivity with clients who may be hostile, indifferent, or verbally abusive. Ability to maintain confidentiality of client records. Ability to compute benefit rates using addition, subtraction, multiplication and division of whole numbers, fractions and decimals to compute percentages and apply established formulas. Ability to effectively interact with persons from varying social, economic and cultural backgrounds. Ability to establish and maintain accurate records. Ability to read and comprehend program manuals and policy directives. Ability to work as part of a team.

Skill in interpreting and applying rules, regulations, policies and procedures to work methods.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.376</u>	<u>12.379</u>
ESTABLISHED:		6/1/69
REVISED:	5/18/78	10/21/71
REVISED:	6/19/78-3	11/16/72
REVISED:	8/1/78	1/5/73
REVISED:	12/19/85-12	6/29/73
REVISED:	7/1/93P	9/27/74
	10/23/92PC	
REVISED:		9/29/77
REVISED:		5/18/78
REVISED:		12/19/85-12
REVISED:		7/1/93P
		10/23/92PC